

# Services for Low-Income Customers of Electric and Natural Gas Utilities



## California Public Utilities Commission **Consumer Facts**

### California Alternative Rates for Energy (CARE)

Customers whose total household income meets the income limits shown below may enroll in the CARE program and receive a 20% discount on their electric and natural gas bills. The program is for utilities regulated by the California Public Utilities Commission. A list of utilities that participate and phone numbers to call to enroll is on page 3.

Here are the annual income limits in effect until May 31, 2006.

Household Size	Annual Income Limits
1 to 2 people	\$27,700
3 people	\$32,500
4 people	\$39,200
5 people	\$45,900
6 people	\$52,600
For each additional person add	\$6,700

Certain group homes, such as migrant workers, homeless and domestic violence shelters may qualify for CARE discounts. Call your utility for details.

Energy

Need help with a utility complaint? Call 1-800-649-7570, or use the complaint form at: [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Want someone to speak at your community group meeting? Call the CPUC Outreach Program in Los Angeles: 213-576-7058, in San Diego: 619-525-4309, in Northern California: 415-703-2074. [Feb. 2006]

**Low-Income Energy Efficiency Program (LIEE)**

Consumers whose total household income meets the CARE income limits can receive certain energy saving devices and appliances for free.

**Federal Low-Income Programs Administered by the Department of Community Services and Development (CSD)**

CSD administers Federal low-income home energy assistance, energy crisis intervention and low-income weatherization programs. These programs are funded by federal grants to provide weatherization services and cash to help low-income customers pay their energy bills. The telephone number for CSD is 1-800-433-4327. More information can be obtained from the website at:

<http://www.csd.ca.gov/LIHEAP.html>

## Help Paying Your Bill

Some utilities have shareholder-funded emergency payment assistance programs for their low-income customers. If you need this assistance, call the numbers provided here.

### Phone Numbers for Energy Assistance Programs

Utility	LIEE Program	CARE Program	Emergency Payment
PG&E	800-933-9555	800-743-2273	800-933-9677
Edison	800-736-4777	800-684-8123	866-675-6623
SDG&E	800-411-7343	800-411-7343	800-411-7343
SoCalGas	800-331-7593	800-427-2200	800-427-2200
Alpine Nat'l Gas	209-772-3006	209-772-3006	209-772-3006
Avista Utilities	800-227-9187	866-675-6627	800-227-9187
Bear Valley Elect	800-808-8237	800-808-8237	800-808-8237
PacifiCorp	888-221-7070	866-675-6627	888-221-7070
Sierra Pacific	800-655-7705	866-675-6627	800-782-2498
Southwest Gas	800-654-2765	800-645-4541	800-645-4541
West Coast Gas	916-364-4100	916-364-4100	916-364-4100